**Witney Davis**
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**Professional Summary**I’m a compassionate leader with over a decade of senior experience in the non-profit and higher education sector. My leadership style is focused on team development, operational strategy, and service excellence. Helping people achieve their goals is my job.

**Core Competencies**

* Organizational Leadership & Strategy
* Team & Employee Development
* Cross-Functional Collaboration
* Training Program Design & Delivery
* Project & Event Management
* Operational Efficiency
* Process Improvement
* Change Management
* Human-Centered Communication

**Professional Experience**

**Assistant Director of Testing Services**
*College of Western Idaho, Boise, ID*
**2021 – Present**

* Oversee testing operations serving hundreds of students and exam candidates monthly, ensuring compliance with academic and national testing standards.
* Lead a team in delivering high-quality service through training, performance coaching, and professional development.
* Spearheaded recertification with the National Collegiate Testing Association (NCTA), ensuring continued compliance and elevating institutional standards.
* Developed and launched a digital employee training and resource center, streamlining on-boarding and increasing knowledge retention.
* Collaborate cross-functionally with academic departments to improve access to testing accommodations and expand service offerings.

**Senior Representative, Admissions & One Stop Student Services**
*College of Western Idaho, Boise, ID*
**2018 – 2021**

* Led student support initiatives in a high-volume service center, integrating admissions, advising, and financial aid services.
* Designed and implemented a comprehensive staff training curriculum, aligning with institutional goals and improving employee performance.
* Recognized for exceptional customer service and operational problem-solving in high-pressure environments.

**Executive Assistant & Conference Planner**
*Matrix AMC / American College of Veterinary Ophthalmologists*
**2015 – 2017**

* Managed logistics for national veterinary conferences, coordinating speakers, venues, and vendor contracts.
* Supported board members and executive leadership in planning strategic meetings and stakeholder communications.
* Enhanced participant experience through detailed event planning and customer engagement strategies.

**Administrative Director, Client Services**
*The Letterhead Company, Boise, ID*
**2013 – 2015**

* Administered wide range of support operations for a team of independent contractors while, managing day-to-day operations with a focus client satisfaction.
* Website editing, product marketing, and creative design.

**Education**

**Master of Science, Human Resource Development**
Idaho State University, 2023

**Bachelor of Arts, English, Creative Writing**
Boise State University, 2015

**Leadership & Community Engagement**

* Board Member, *Pets for Vets - Idaho Chapter* (2023 – 2024): Supporting veteran reintegration and animal rescue efforts.
* Project Lead, *One Stop Training Initiative*: designed and delivered employee onboarding program for new staff, that aligned to organizational service goals.
* Reduced turnover rate in Testing Services department by 75% through fostering employee growth and development, and focused training initiatives.

**Notable Achievements**

* Successfully led department through NCTA recertification with zero deficiencies.
* Built and scaled an internal employee training platform that reduced onboarding time by 50%.
* Consistently recognized for creating inclusive, high-performing teams through empathetic leadership and strategic vision.

**References upon request**